

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



2018-259-T

271542
Phone: 803-896-5100
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Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: July 14, 2018

Complainant or Legal Representative Information:

* Required Fields

Name * Christy Iannarino

Firm (if applicable)

Mailing Address * 12 Jackson Parc Ct.

City, State Zip * Greenville, SC 29607

Phone * 864-982-2533

E-mail iannarino@aol.com

Name of Utility Involved in Complaint: * Johnson's Moving and Storage, Charleston, SC

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Chad

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

1. Charged us more than twice his (Richard Johnson) estimate.
2. Tried to hit my credit card for \$2400+ without permission.
3. Would not deliver my household goods without guarantee of cash payment, this is called extortion.
4. Forced me to initial inflated charges under extreme duress.
5. Did not provide me with the additional insurance I requested.
6. Did not put my things in air conditioned storage as proposed.
7. Kept my items on a leaky truck in 90 degree temps for 13 days.
8. Had damages that he would only pay 60 cents/pound for (see #5)

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I want the \$2400 back that he forced me to pay for 3 rooms of furniture to go 220 miles. I also want \$1,100 in damages he caused by not putting my belongings in proper, temperature controlled storage. I cannot put a price on the anguish and stress he caused me and my 77 year old husband, who by the way, had to help load the truck because they only sent 2 people instead of 3 and were 6 hours late getting to our job! This man is a criminal and should be in jail and his license revoked.

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☒ Yes ☐ No

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF)

VERIFICATION

I, Christy Iannarino
Complainant's Name *

verify that I have read my complaint filed on 8-2-18
Date *

Internal Use Only

| Processed By | Date |
|--------------|------|
| | |
| H.E. | |

and know the contents thereof, and that said contents are true.

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)